

BEFORE  
THE PUBLIC SERVICE COMMISSION OF  
SOUTH CAROLINA

DOCKET NO. 1999-405-C - ORDER NO. 2000-0190

March 23, 2000

IN RE:	Application of Single Billing Services,	)	ORDER
	Incorporated d/b/a Asian American	)	GRANTING
	Association For A Certificate of Public	)	CERTIFICATE FOR
	Convenience and Necessity to Operate as a	)	LONG DISTANCE
	Reseller of Interexchange Services and For	)	AUTHORITY AND
	Alternative Regulation First Approved in	)	ALTERNATIVE
	Docket No. 95-661-C.	)	REGULATION

This matter comes before the Public Service Commission of South Carolina (the "Commission") by way of the Application of Single Billing Services, Inc. d/b/a Asian American Association ("Single Billing Services" or the "Company") requesting a Certificate of Public Convenience and Necessity authorizing it to provide intrastate resold telecommunications services between and among locations within the State of South Carolina as a non facilities-based interexchange telecommunications service provider. The Company's Application was filed pursuant to S.C. Code Ann. § 58-9-280 (Supp. 1999) and the Regulations of the Public Service Commission of South Carolina.

The Commission's Executive Director instructed Single Billing Services to publish, one time, a prepared Notice of Filing in newspapers of general circulation in the affected areas. The purpose of the Notice of Filing was to inform interested parties of Single Billing Service's Application and of the manner and time in which to file the

appropriate pleadings for participation in the proceeding. The Company complied with this instruction and provided the Commission with proof of publication of the Notice of Filing. No Petitions to Intervene were filed.

A hearing was convened on February 3, 2000, at 11:30 a.m. in the Commission's Hearing Room at 101 Executive Center Drive, Columbia, South Carolina. The Honorable Philip T. Bradley, Chairman, presided. John J. Pringle, Jr., Esquire, represented the Company. Jocelyn D. Green, Staff Counsel, represented the Commission Staff.

Judy Dobrei, Vice President of Operations of Single Billing Services, appeared and testified in support of the Application. Single Billing Services is a Delaware corporation that was granted authority to transact business in South Carolina by the Secretary of State on August 19, 1999. As of the date of the hearing, the Company had 72,000 active customers. Upon receiving certification from this Commission, Single Billing Services will operate as a reseller of intrastate interexchange telecommunications services; the Company also seeks authority to provide MTS, out-WATS, in-WATS, and calling card (not debit card) services. In addition, Single Billing Services requested this Commission to regulate its business services pursuant to the procedures outlined in Order No. 95-1734 and 96-55 in Docket No. 95-661-C.

The testimony reveals Single Billing Services has sufficient technical, financial, and managerial resources to provide telecommunications services in South Carolina. Mr. Edward Sun is the President of the Company. Mr. Sun's experience in the telecommunications industry began in 1991. Doug Engelbert is the Vice President of

Sales and Marketing. Regarding the Company's financial ability to offer its services in South Carolina, a balance sheet submitted with the Application dated May 31, 1999, indicates Single Billing Services had total current assets of \$459,016 – the balance sheet does not list any total current liabilities. Ms. Helen Hsu should be contacted by the Commission Staff regarding information on the financial status of Single Billing Services.

As a reseller of interexchange telecommunications services in South Carolina, Single Billing Services will utilize MCI/WorldCom as its underlying carrier. Single Billing Services' customers will either be billed for telecommunications services by the Company or through LEC billing. The testimony reveals Single Billing Services' personnel represent a broad spectrum of business and technical disciplines with many years of telecommunications experience. The Company's customer service department will be open from 6:00 a.m. until 9:00 p.m. pacific standard time on Monday through Friday; on Saturdays the customer service department is open from 9:00 a.m. until 6:00 p.m. pacific standard time. Ms. Dobrei testified the Company's customer service department's telephone number is 1-888-888-8881. According to Ms. Dobrei, Single Billing Services is certified to provide its telecommunications services in several states; the testimony reveals the Company is operating in good standing in all the states where it has received certification.

Single Billing Services will utilize the Company's employees and/or authorized distributors to contact potential customers. The Company also engages in telemarketing. More specifically, the Company will advertise its services through print, radio, television

media, and various forms of direct mailing. The Company verifies a new customer's intent to obtain its services either through a letter of authorization or by third party verification. In addition, Single Billing Services markets its services in six Asian languages and intends to sell its services to residential and business customers.

After full consideration of the applicable law, the Company's application, and the evidence presented at the hearing, the Commission hereby issues its findings of fact and conclusions of law:

#### **FINDINGS OF FACT**

1. Single Billing Services is organized as a corporation under the laws of the State of Delaware and is authorized to do business as a foreign corporation in the State of South Carolina by the Secretary of State.
2. Single Billing Services operates as a non facilities-based reseller of interexchange services and wishes to provide its services in South Carolina.
3. Single Billing Services has the experience, capability, and financial resources to provide the services as described in its Application.

#### **CONCLUSIONS OF LAW**

1. Based on the above findings of fact, the Commission determines that a Certificate of Public Convenience and Necessity should be granted to Single Billing Services to provide intrastate interLATA service and to originate and terminate toll traffic within the same LATA, as set forth herein, through its own facilities and through the resale of intrastate Wide Area Telecommunications Services (WATS), Message Telecommunications Service (MTS), Foreign Exchange Service, Private Line Service, or

any other services authorized for resale by tariffs of carriers approved by the Commission.

2. The Commission adopts a rate design for Single Billing Services for its resale of residential services which includes only maximum rate levels for each tariff charge. A rate structure incorporating maximum rate levels with the flexibility for adjustment below the maximum rate levels has been previously adopted by the Commission. In Re: Application of GTE Sprint Communications Corporation, etc., Order No. 84-622, issued in Docket No. 84-10-C (August 2, 1984).

3. Single Billing Services shall not adjust its residential rates below the approved maximum level without notice to the Commission and to the public. Single Billing Services shall file its proposed rate changes, publish its notice of such changes, and file affidavits of publication with the Commission two weeks prior to the effective date of the changes. However, the public notice requirement is waived, and therefore not required, for reductions below the maximum cap in instances which do not affect the general body of subscribers or do not constitute a general rate reduction. In Re: Application of GTE Sprint Communications, etc., Order No. 93-638, issued in Docket No. 84-10-C (July 16, 1993). Any proposed increase in the maximum rate level for residential services reflected in the tariff which would be applicable to the general body of the Company's subscribers shall constitute a general ratemaking proceeding and will be treated in accordance with the notice and hearing provision of S.C. Code Ann. §58-9-540 (Supp. 1999).

4. If it has not already done so by the date of issuance of this Order, Single Billing Services shall file its revised tariff and an accompanying price list within thirty (30) days of receipt of this Order. The revised tariff shall be consistent with the findings of this Order and shall be consistent with the Commission's Rules and Regulations.

5. Single Billing Services is subject to access charges pursuant to Commission Order No. 86-584, in which the Commission determined that for access purposes resellers and facilities-based interexchange carriers should be treated similarly.

6. With regard to the Company's resale of service, an end-user should be able to access another interexchange carrier or operator service provider if the end-user so desires.

7. Single Billing Services shall resell the services of only those interexchange carriers or LECs authorized to do business in South Carolina by this Commission. If Single Billing Services changes underlying carriers, it shall notify the Commission in writing.

8. Single Billing Services shall file surveillance reports on a calendar or fiscal year basis with the Commission as required by Order No. 88-178 in Docket No. 87-483-C. The proper form for these reports is indicated on Attachment A.

9. The Company shall, in compliance with Commission regulations, designate and maintain an authorized utility representative who is prepared to discuss, on a regulatory level, customer relations (complaint) matters, engineering operations, tests and repairs. In addition, the Company shall provide to the Commission in writing the name of the authorized representative to be contacted in connection with general

management duties as well as emergencies which occur during non-office hours. Single Billing Services shall file the names, addresses and telephone numbers of these representatives with the Commission within thirty (30) days of receipt of this Order. Attachment B shall be utilized for the provision of this information to the Commission. Further, the Company shall promptly notify the Commission in writing if the representatives are replaced.

10. By its application, Single Billing Services requested a waiver of 26 S.C. Code Ann. Regs. 103-610 (1976) which requires “all records required by the Commission Rules or necessary for the administration thereof, shall be kept within the State....” We grant the Company a waiver of this section. Single Billing Services is further instructed to comply fully with 26 S.C. Code Ann. Regs. 103-653 (1976) which requires in part for each utility to provide for the receipt of customer trouble reports at all hours and make a full and prompt investigation of all complaints. The Company is directed to comply with all Rules and Regulations of the Commission, unless a regulation is specifically waived by the Commission.

11. Single Billing Services shall modify its telemarketing script and third party verification script to ensure the party authorizing a change of carriers is the person whose name appears on the telecommunications bill.

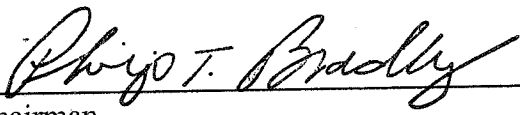
12. With regard to the origination and termination of toll calls within the same LATA, Single Billing Services shall comply with the terms of Order No. 93-462, Order Approving Stipulation and Agreement, in Docket Nos. 92-182-C, 92-183-C, and 92-200-C (June 3, 1993), with the exception of the 10-XXX intraLATA dialing requirement,

which has been rendered obsolete by the toll dial parity rules established by the Federal Communications Commission, pursuant to the Telecommunications Act of 1996 (See, 47 CFR 51.209).

13. With respect to its business services, consumer card, operator service, future private line, and customer network-type offerings, tariff filings will be presumed valid upon filing. If the Commission institutes an investigation of a particular filing within seven (7) days, then the tariff filing will be suspended until further Order of the Commission. Any relaxation in the future reporting requirements that may be adopted for AT&T shall apply to Single Billing Services also.

14. This Order shall remain in full force and effect until further Order of the Commission.

BY ORDER OF THE COMMISSION:

  
Chairman

ATTEST:

  
Executive Director

(SEAL)



DOCKET NO. 1999-405-C - ORDER NO. 2000-0190  
MARCH 23, 2000  
ATTACHMENT A

ANNUAL INFORMATION ON SOUTH CAROLINA OPERATIONS  
FOR INTEREXCHANGE COMPANIES AND AOS'

\_\_\_\_\_  
COMPANY NAME

\_\_\_\_\_  
FEIN

\_\_\_\_\_  
ADDRESS PHONE NUMBER

\_\_\_\_\_  
CITY, STATE, ZIP CODE FAX NUMBER

1. SOUTH CAROLINA OPERATING REVENUES FOR THE 12 MONTHS ENDING  
DECEMBER 31, OR FISCAL YEAR. \$ \_\_\_\_\_
2. SOUTH CAROLINA OPERATING EXPENSES FOR THE 12 MONTHS ENDING  
DECEMBER 31, OR FISCAL YEAR. \$ \_\_\_\_\_
3. RATE BASE INVESTMENT IN SOUTH CAROLINA OPERATIONS FOR THE 12 MONTHS  
ENDING DECEMBER 31, OR FISCAL YEAR. \$ \_\_\_\_\_
4. PARENT'S CAPITAL STRUCTURE FOR THE 12 MONTHS ENDING  
DECEMBER 31, OR FISCAL YEAR. \$ \_\_\_\_\_
5. PARENT'S EMBEDDED COST PERCENTAGE (%) FOR LONG TERM DEBT AND EMBEDDED  
COST PERCENTAGE (%) \_\_\_\_\_
6. ALL DETAILS ON THE ALLOCATION METHOD USED TO DETERMINE THE AMOUNT OF  
EXPENSES ALLOCATED TO SOUTH CAROLINA OPERATIONS AS WELL AS METHOD OF  
ALLOCATION OF COMPANY'S RATE BASE INVESTMENT (SEE #3 ABOVE).

7. **CONTACT PERSON FOR ALL FINANCIAL INQUIRIES AND REPORTING:**

NAME \_\_\_\_\_

ADDRESS (IF DIFFERENT FROM COMPANY) \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
NAME PLEASE PRINT OR TYPE

\_\_\_\_\_  
TITLE

## AUTHORIZED UTILITY REPRESENTATIVE INFORMATION

PURSUANT TO SOUTH CAROLINA PUBLIC SERVICE COMMISSION REGULATION  
103-612.2.4(b) - Each utility shall file and maintain with the Commission the name, title, address, and telephone number of the persons who should be contacted in connection with General Management Duties, Customer Relations (Complaints), Engineering Operations, Test and Repairs, and Emergencies during non-office hours.

\_\_\_\_\_  
Company Name ( Including dba Name(s) or Acronyms used or to be used in South Carolina)

\_\_\_\_\_  
Business Address

\_\_\_\_\_  
City, State, Zip Code

A. \_\_\_\_\_  
General Manager Representative (Please Print or Type)

\_\_\_\_\_  
Telephone Number / Facsimile Number / E-mail Address

B. \_\_\_\_\_  
Customer Relations (Complaints) Representative (Please Print or Type)

\_\_\_\_\_  
Telephone Number / Facsimile Number / E-mail Address

C. \_\_\_\_\_  
Engineering Operations Representative (Please Print or Type)

\_\_\_\_\_  
Telephone Number / Facsimile Number / E-mail Address

D. \_\_\_\_\_  
Test and Repair Representative (Please Print or Type)

\_\_\_\_\_  
Telephone Number / Facsimile Number / E-mail Address

E. \_\_\_\_\_  
Contact for Emergencies During Non-Office Hours (Please Print or Type)

\_\_\_\_\_  
Telephone Number / Facsimile Number / E-mail Address

F. \_\_\_\_\_  
Financial Representative (Please Print or Type)

\_\_\_\_\_  
Telephone Number / Facsimile Number / E-mail Address

G. \_\_\_\_\_  
Customer Contact Telephone Number for Company (Toll Free)

\_\_\_\_\_  
This form was completed by

\_\_\_\_\_  
Signature

**If you have any questions, contact the Consumer Services Department (803-896-5230)  
or Utilities Department at (803-896-5105).**